

1. The first step is to identify the problem. In this case, the problem is that the system is not working as expected.

2. The next step is to gather information about the problem. This includes checking the logs, looking at the configuration files, and talking to the users who are reporting the problem.

3. Once you have gathered information, you need to analyze the problem. This involves looking for patterns in the data and trying to figure out what is causing the problem.

4. The next step is to develop a solution. This involves coming up with a plan to fix the problem and then implementing that plan.

5. Finally, you need to test the solution. This involves making sure that the problem has been fixed and that the system is working as expected.

**Dionne N. Harvey**

2646

✓	Rejected
=	Allowed

-	(Through numeral) Cancelled
+	Restricted

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A	Appeal
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